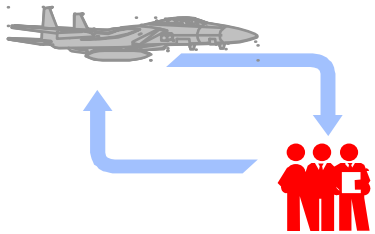
FAMILY READINESS COURSE

OBJECTIVE

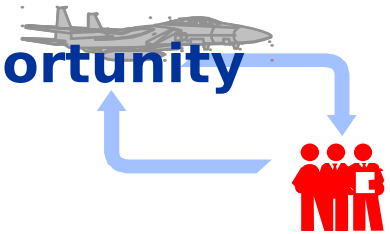
Students will be able to:

- **Define/Identify level of assessments**
- **Recognize the characteristics of effective helpers**
- **Describe the steps to an effective client assessment**
- **Discuss ethical standards of conduct**
- **Conduct an individual assessment**



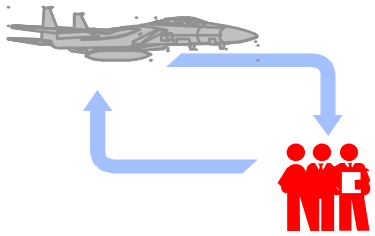
NEEDS ASSESSMENT

- Three levels
  - Installation:
    - - AF Needs Assessment Survey
      - - - Identifies needs of the community
      - - - Handled by IDS and CAIB
  - Agency:
    - - Identifies general needs of customers of that particular agency
    - - Developed by management with inputs from staff
  - Individual:
    - - Identifies needs of customer at moment of encounter
    - - Every meeting with a customer is an opportunity to assess needs!!!



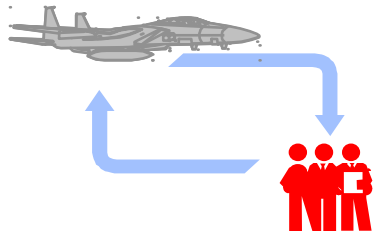
INDIVIDUAL ASSESSMENT

- To obtain information on the client's issue(s)
- To identify contributing factors
- To determine the client's goals/expectations
- To gather baseline data to assess progress
- To EDUCATE and MOTIVATE (or REFER) the client
- To plan effective problem solutions
- FOLLOW-UP



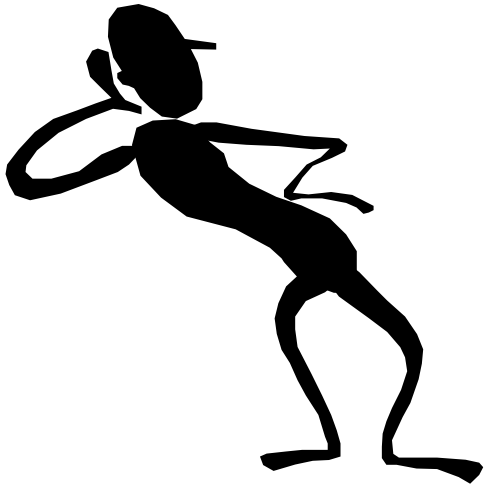
CHARACTERISTICS OF EFFECTIVE HELPERS

- Attending and Observing
- Listening Skills
- Responding
- Empathy
- Acceptance
- Awareness of Gender/Cultural Differences
- Knowledge



CHARACTERISTICS OF EFFECTIVE HELPERS

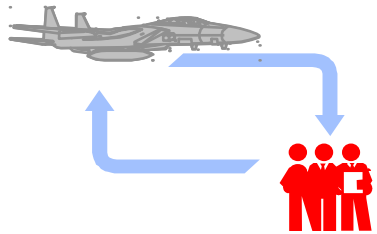
Attending and Observing



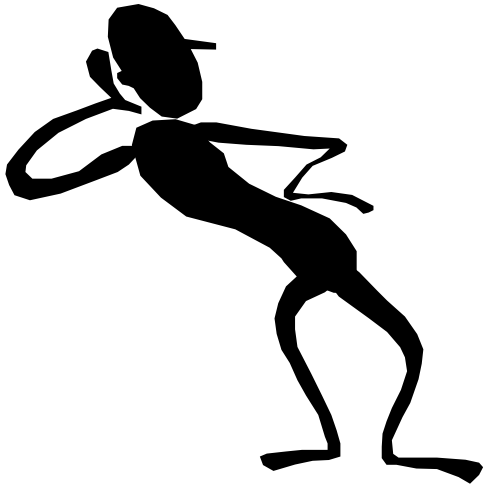
LISTENING

Nonverbal Behavior

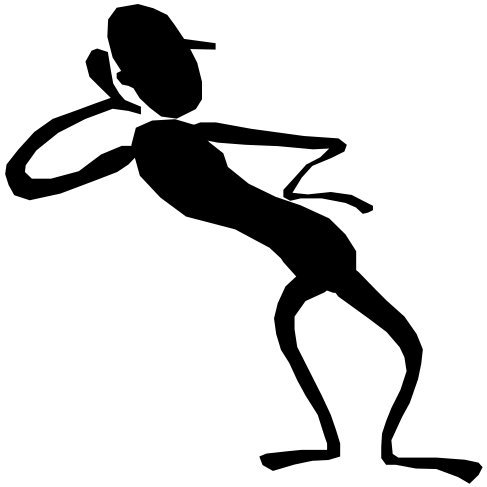
- Eyes
- Mouth
- Facial Expressions
- Head
- Shoulders
- Arms and Hands
- Legs and Feet
- Total Body and Body Movements
- Speech
- Personal Space

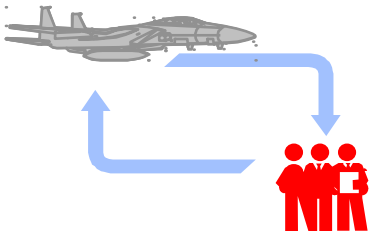


LISTENING



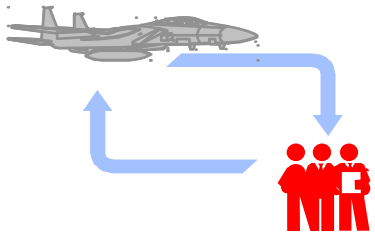
- Listening For Accuracy
- Listening For Content
- Listening For Themes





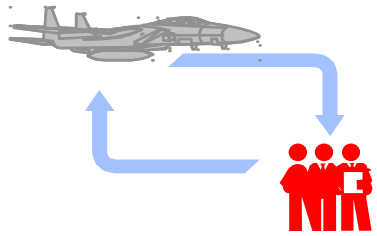
RESPONDING

- Talking with, Not At
- Questioning
- Reflecting
- Silence

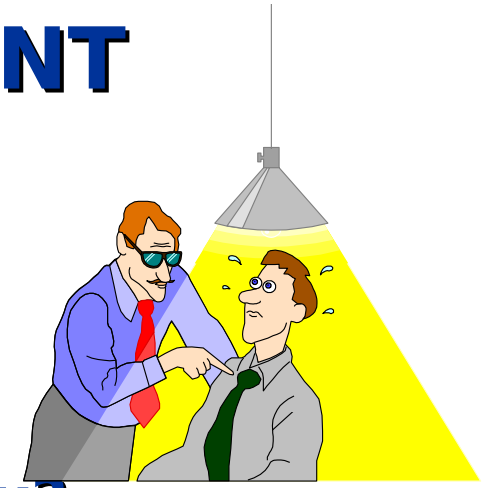


RESPONDING

- Empathy
- Acceptance
- Awareness of Gender/Cultural Differences
- Knowledge

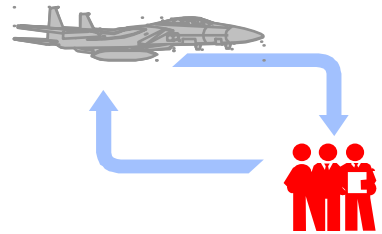


STEPS TO AN EFFECTIVE ASSESSMENT



Current Situation

- What is the situation right now?
- What are the facts?
- What help is needed?
- Does the situation make sense?
- Are there any unstated problems?



STEPS TO AN EFFECTIVE ASSESSMENT

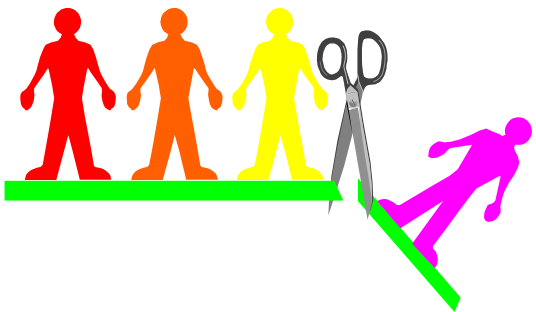
History of Situation

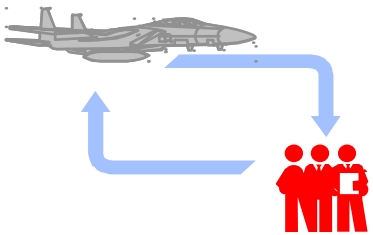
- How long has the problem been going on?
- When did the situation begin?
- How often does the problem occur?
- Has this situation occurred in the past?
- What did the client do in the past when this situation came up?

STEPS TO AN EFFECTIVE ASSESSMENT

Support Systems

- Who is directly affected by the problem?
- Does the client have family, friends, church, coworkers, or club who could help?
- Are any professionals involved in the situation
- Have any professionals been involved in the past?





STEPS TO AN EFFECTIVE ASSESSMENT

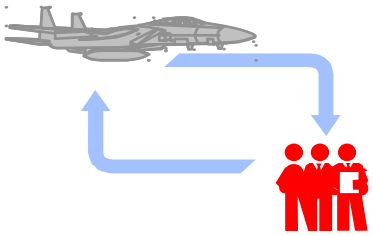
Effectiveness of Past Services

- What has been done to try to solve the problem?
- Has the client ever sought services for this problem in the past?
- How effective were these services? Why or why not?

STEPS TO AN EFFECTIVE ASSESSMENT

Client's Ability and Willingness to Act on Own Behalf

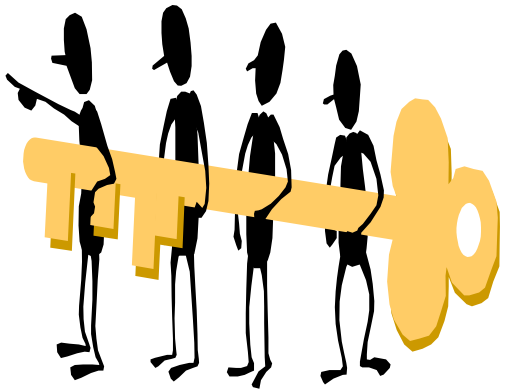
- Does the client want help?
- Is the client able to seek services themselves?
- Is the client willing to seek services?



STEPS TO AN EFFECTIVE ASSESSMENT

Resources

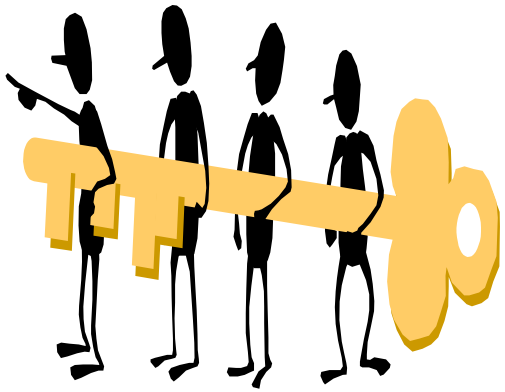
- What resources has the client already explored and/or exhausted?
- Does the client have money, insurance, transportation, child care, etc. to seek services?
- What programs/services are available in the Family Support Center/On-Base/Local community?



STEPS TO AN EFFECTIVE ASSESSMENT

Referral

- Is this situation over my head?
- Does this client need more than I or the center can offer?



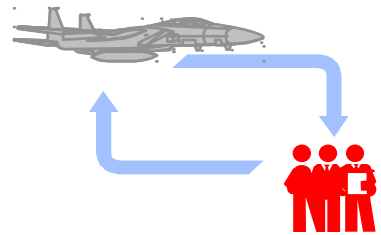
STEPS TO AN EFFECTIVE ASSESSMENT

Documentation

AF Form 2800
Family Support Center Individual/Family Data Card

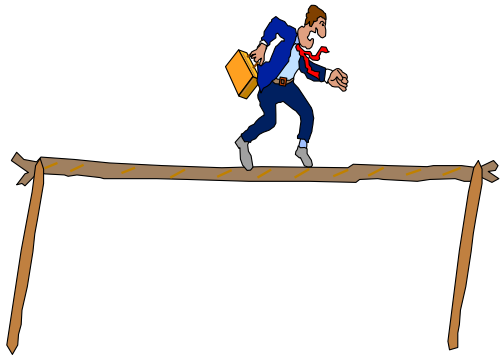
AF Form 2801
Family Support Center Interview and Follow-up Summary

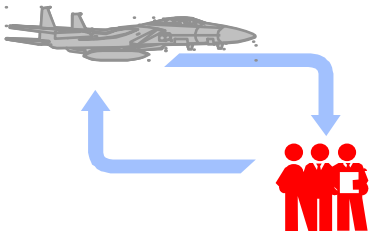
- **Keep notes of key points**
- **Cause of issue or contributing factors**
- **Plan of Action**
- **Record Follow-Up**



ETHICAL CONSIDERATIONS

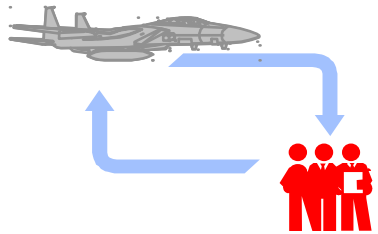
- Client Welfare
- Confidentiality
- Client Rights
- Referral
- Emotional Objectivity



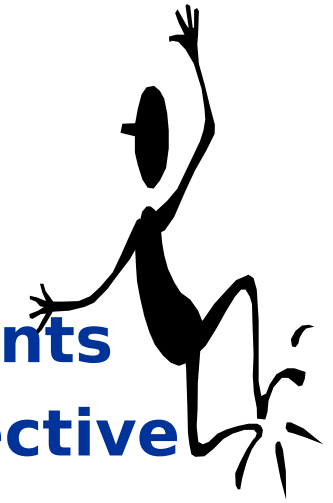


PRACTICAL APPLICATION

- Observe a role play
- Identify appropriate/inappropriate actions
- Practice skills in a role play as:
  - Counselor
  - Client
  - Observer
- Provide feedback to other role players



SUMMARY



- Defined/Identified level of assessments
- Described the characteristics of effective helpers
- Describe the steps to an effective client assessment
- Discussed ethical standards of conduct
- Conducted an individual assessment